

00-121

Verizon
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Washington, D.C. 20005
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Shawn Donnelly
Staff Manager – Federal Regulatory



September 1, 2000

Mr. Dale Hatfield
Chief – Office of Engineering and Technology
Federal Communications Commission
445 12th Street, SW
Room 7-C155
Washington, DC 20554

Re: Final Service Outage Report

Dear Mr. Hatfield:

In accordance with the requirements in CC Docket 91-273, enclosed is the Final Service Disruption Report for the Verizon service outage that occurred on August 2, 2000 affecting Passaic, NJ.

Please call me if you have any questions about this report or other service outage issues.

Sincerely,

A handwritten signature in cursive script that reads "Shawn Donnelly".

Enclosure

cc: R. Kimball

WIRE LINE OUTAGE REPORTING TEMPLATE

Reporting Carrier Verizon	Date of Incident 8/2/2000
Time of Incident 10:23 AM	Geographic Area Affected Passaic, New Jersey
Services Affected <div style="display: flex; justify-content: space-between;"> <div style="width: 80%;"> IntraLATA Intraoffice IntraLATA Interoffice InterLATA Interoffice E911 </div> <div style="width: 15%; text-align: center;"> <input type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> </div> </div>	<div style="border-bottom: 1px solid black; padding-bottom: 2px;"> Number of Customers Affected 90,000 </div> <div style="border-bottom: 1px solid black; padding-bottom: 2px;"> Number of Blocked Calls 300,826 </div> <div style="border-bottom: 1px solid black; padding-bottom: 2px;"> Outage Duration <div style="display: flex; justify-content: center; gap: 10px;"> 1 Hr 29 Mins </div> </div>
Background of the Incident <p>On August 2, 2000 at 10:23 AM, the Passaic Central Office (CO) (PSSCNJPSSDS5) became isolated from the Common Channel Signaling 7 (CCS7) network. A Verizon technician was performing work to clear relay rack space for a new SONET multiplexer installation and grounded a 48 volt battery lead. This action blew the fuse in the Battery Distribution Fuse Board (BDFB) causing the four "A" links to fail when a Building Integrated Timing Supply (BITS) timing distribution shelf lost power.</p> <p>The Network Operations Center (NOC) contacted the technician to help with analyzing the failure. Troubleshooting focused on the loss of the timing to the CCS7 links. An inspection of the BITS equipment did not reveal any equipment or power failures. Switch Tier II Support verified there were no alarms in the switch other than loss of the CCS7 connectivity. A power technician was contacted to check for a building power trouble. At 11:50, the power technician located and replaced the blown fuse at the BDFB. By 11:52, the CCS7 links restored and call processing resumed.</p> <p>During troubleshooting, it was noted that both the fiber loop convert shelves the technician was working on and the Synchronization Distribution Expander (SDE) that has the A, B and Alarm Battery Supply leads were fed from the same distribution panel. The SDE is the timing distribution shelf that feeds the D4 carrier channel banks for the 4 CCS7 links. When the technician grounded the battery lead, the BDFB 5 amp fuse blew instead of the 3 amp distribution fuse. This caused a loss of power to both the A and B power feeds supporting the SDE. The technician failed to follow the Method of Procedure for this job and did not perform the work in accordance with the Verizon Safe Time Practice.</p>	

Direct Cause	
Procedural – Service Provider – Failure to follow standard procedures/documentation	
Root Cause	
Procedural – Service Provider – Failure to follow standard procedures/documentation	
Name and Type of Equipment	Specific Part of the Network Involved
Lucent Technologies -Lineage 2000 BDFB Model # J85568C-1	CCS7 Network
Methods Used to Restore Service	
The power technician located and replaced the blown fuse in the BDFB.	
Steps Taken to Prevent Recurrence of the Incident	
<ul style="list-style-type: none"> • A Telephone Equipment Order (TEO) has been issued to diversify the A and B power feeds for the SDE and to correct the improper fusing and bay alarms on the BDFB. • A Capacity Creation Request (CCR) will be issued to diversify the SDE timing shelf. 	
Evaluation of Best Practices	
<p>Two “Best Practices” recommended by the FCC’s Network Reliability Council’s publication, June 1993, <i>A Report to the Nation</i>, applies to this outage: Section B, Appendix 8, Diversity Requirements for CCS7 Network Interconnect. The recommendation states “under no circumstance are any of the components of one link path to share power sources with components of another path.” A second “Best Practice” that applies is: Section B, 5.2.4.5 Scheduled Work Activities. The recommendation states “at a minimum, high risk. Potentially affecting maintenance and growth procedures should be scheduled during weekend and off-hours. Following the NRC recommendations would have prevented this outage.</p>	
Contact Person	Telephone Number of Contact Person
Shawn Donnelly	202-336-7892

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**BELL ATLANTIC
FCC NETWORK DISRUPTION
INITIAL REPORT****TICKET #: 98J-AJ4**

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1. **DATE AND TIME OF INCIDENT:** 08/02/2000 10:23:29 AM
2. **GEOGRAPHIC AREA AFFECTED:** Passaic, NJ & Vicinity
Hudson/Bergen NJ Manager Area
-
3. **MAXIMUM NUMBER OF CUSTOMERS AFFECTED:** 90007
-
4. **TYPE OF SERVICES AFFECTED:**
- ☐ EMERGENCY-SERVICE ☒ INTERLATA ☐ OTHER
☐ INTRALATA ☐ 800 SERVICES
-
5. **DURATION OF OUTAGE:** 01:29:23
-
6. **ESTIMATED NUMBER OF BLOCKED CALLS:** To be determined at Root Cause Analysis
-
- 7A. **TYPE EQUIPMENT:** A LINK **VENDOR:**
- 7B. **APPARENT OR KNOWN CAUSE OF INCIDENT:**
Possible timing problem in FT2000 caused SS7 isolation. Blown fuse caused timing problem.
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8. **METHOD USED TO RESTORE SERVICE:**
Fuse replaced
-
9. **STEPS TAKEN TO PREVENT RECURRENCE:**
To be determined at Root Cause Analysis

Pursuant to Section 0.459 (b) of the Commission Rules, and for reason set forth below,
confidentiality is requested for items:
Reason for confidentiality:

☐ A Request to supplement the showing requested by section 0.459 (b) is hereby made and will be
submitted expeditiously.

Request Supplement:

DATE AND TIME OF REPORT: 08/02/2000 12:28:02 PM

CONTACT AND TELEPHONE #: Marianne Sweeney 973-649-7440

NOTE: Retention period is 6 Years